

**Migration Support Technician
Centralized Alabama Recipient Eligibility System Project
(CARES Project)**

STATEMENT OF WORK (SOW)

Agency Name:	Multiple Agency Engagement
Agency Project Name:	Centralized Alabama Recipient Eligibility System Project (CARES Project)
Agency Project Sponsor:	Shannon Crane CARES Program Director
Agency Project Manager:	Shannon Crane CARES Program Director
SOW Period of Performance:	Estimated Start Date: 11/3/2014 Estimated End Date: 9/30/2016 Note: The timeframe above is the expected duration of the project. SOWs will renew annually and the rate table will reflect a standard 2080 hour year.
Contractor Name:	
Contract or Purchasing Vehicle:	Universities or State of Alabama State Wide Contract T013, Solicitation No. 2236181
Professional Service to be Provided:	Migration Support Technician
Description of Services to be Provided:	Reporting to the Information Architects, will, under significant supervision support the extraction of data from legacy data stores, the transformation of the data into CARES data schemas and load that information into the CARES Enterprise system.
Scope of Services:	<ul style="list-style-type: none"> • Author queries to gather data from legacy systems • Work with ETL tools to translate that data into the CARES Enterprise Schema • Perform tasks as assigned by the information architects • Documenting systems and processes • Providing on call support
Project	Provide the following deliverables per direction of and assignment by

<i>Deliverables:</i>	<p>the Agency Project Sponsor and/or the Agency Project Manager:</p> <ul style="list-style-type: none"> • Data queries • Data translation scripts • SSIS packages • Other deliverables as assigned
<i>Migration Support Technician Minimum Requirements:</i>	<p>The Migration Support Technician provided shall, at a minimum, meet the following requirements or possess an equivalent combination of education and experience:</p> <p>Experience:</p> <ul style="list-style-type: none"> • Experience with Mainframe data storage technologies such as DB2 • Experience in translating data between schemas • Experience in authoring SSIS packages • Experience with SQL Server Management Studio • Experience with Microsoft Excel • Good communication and documentation skills. <p>Education/Certification:</p> <ul style="list-style-type: none"> • Associate's degree or equivalent experience
<i>Migration Support Technician Assignment:</i>	<p>The Agency Project Sponsor and/or Agency Project Manager reserve the right to approve or disapprove all Migration Support Technician resources assigned to this SOW in advance.</p>
<i>Migration Support Technician Termination:</i>	<p>Termination of this SOW may occur upon the delivery and acceptance of all services due under this SOW, regardless of the number of remaining hours on the SOW. The Contractor shall be given a written notice 30 days prior to an early termination in part or whole of the SOW.</p> <p>The Agency Project Sponsor reserves the right to terminate an individual assigned as the Migration Support Technician under this SOW in whole or in part at any time. The Contractor shall be provided with a 15 day written notice if the Migration Support Technician is terminated.</p> <p>The resignation of the Migration Support Technician from this SOW or the Contractor's staff, or the termination of employment by the Contractor, requires that the Contractor provide a notification in writing to the Agency Project Sponsor within five business days (Monday through Friday, excluding State Holidays).</p> <p>Replacement of a terminated or resigned Migration Support Technician is at the discretion of the Agency Project Sponsor. If a</p>

replacement for the **Migration Support Technician** is requested by the Agency Project Sponsor, the Contractor must submit résumés of proposed **Migration Support Technician** replacements within ten business days after receiving a written termination notice from the Agency Project Sponsor or a resignation of the **Migration Support Technician**. The Agency Project Sponsor shall have up to seven business days after receiving the Contractor's candidate résumés in which to make a selection or to request a new set of résumés if a **Migration Support Technician** replacement is not selected from the submitted résumés.

Mutual consent of both parties is required to extend any of the time-frames as specified above. If new résumés are requested, the time for the Contractor's submission and the Agency Project Sponsor's response shall begin as previously defined in this section of the SOW.

The Agency Project Sponsor shall notify the Contractor in writing when a replacement **Migration Support Technician** is selected from the submitted résumés. The replacement/new **Migration Support Technician** shall begin work on site at the Agency within seven business days after the Contractor receives the Agency's written notification of a selection.

The Contractor shall be required to provide updated project information to the replacement/new **Migration Support Technician** prior to his/her arrival for work.

The **Migration Support Technician** services shall be automatically terminated by the exhaustion of all of the total hours (Maximum Billable SOW Hours Per Year) and/or total dollars allocated (Total Contract Amount) under this SOW. The Contractor shall not be reimbursed for hours expended beyond the total hours allocated under this SOW.

The Contractor shall track hours used and dollars expended for the **Migration Support Technician** resource. When the remaining hours on the SOW fall below an 80 hours threshold on the Maximum Billable SOW Hours Per Year, the Contractor shall submit a written alert to the Agency Project Sponsor informing him/her of the remaining billable hours that are left. The Contractor shall monitor the remaining hours burn rate to ensure that the hours used do not exceed the Maximum Billable SOW Hours Per Year.

Amendments to this SOW must be made in writing by the Agency Project Sponsor. The terms and conditions of the amendment must

	be agreed to by both the Agency Project Sponsor and the Contractor and formally signed-off on by the Agency Project Sponsor and an authorized authority of the Contractor. Terms and conditions of the signed amendment to the SOW shall supersede the original SOW terms and conditions where applicable.
Key Assumptions:	<p>The Agency Project Sponsor is ultimately responsible for the creation and interpretation of this SOW, and its management or execution.</p> <p>The Agency Project Manager will provide the day-to-day oversight, direction, and management to the Migration Support Technician.</p> <p>The Migration Support Technician will provide ample knowledge transfer to CARES staff.</p>
Responsibilities of Both Parties:	<p>The spirit of this engagement is one based on mutual advantage and partnership. In keeping with this and in order to achieve success, the Contractor will provide a single point-of-contact to coordinate activities of the engagement.</p> <p>CARES Program Director shall designate the identified Agency Project Sponsor as specified in this SOW with responsibility and authority for review and approval of deliverables under this agreement. This individual will also be the main point-of-contact to escalate problems, issues or risks related to the engagement.</p> <p>In order to accomplish the tasks outlined in this SOW and to provide the deliverables in accordance with an approved schedule, the Contractor and the Agency Project Sponsor must agree upon the provisions described in the Key Assumptions section.</p>
Work Environment:	The Migration Support Technician allocated under this SOW will work on site at the CARES office located in Montgomery, Alabama. Any exceptions to this requirement must be approved in advance by the Agency Project Sponsor and/or Agency Project Manager.
Agency Provided Resources:	Office, desk, chair(s), computers, printers, office supplies, access to copy and fax machines, network IDs, email accounts, security software as designated by the Agency, identification badges and Cardkey access as needed, Internet access, parking (subject to availability and approval) and desktop software. Additional equipment or software may be provided if required and approved by the Agency Project Sponsor.
Regular Working Hours:	The Migration Support Technician will work the same regular working hours as other Agency personnel or as defined in writing by the Agency Project Sponsor. Agency personnel regular working hours are 8:00 AM to 5:00 PM Monday through Friday including a one hour lunch break and two fifteen minute breaks.

	<p>Unless otherwise directed or approved in advance, the Migration Support Technician will not work on weekends or State holidays.</p> <p>The Agency Project Sponsor may provide additional working hours guidance and/or policy to be followed.</p>
<i>Overtime Hours:</i>	<p>Any work in excess of 40 hours a week for Migration Support Technician assigned to this SOW must be approved by the Agency Project Manager and/or Agency Project Sponsor <u>in advance</u>. Excess hours will be billed at the normal hourly rate as defined under this SOW.</p>